

## Annual General Meeting

<b>Date:</b> 11 <sup>th</sup> November 2021 <b>Venue:</b> Teams Online <b>Time:</b> 5.45pm -6pm		
<b>Present:</b>		
<b>Directors:</b> Lorraine Silver (Chair) Athena Daniels Emma Friddin Cathy Turland (Company Secretary) (Minutes)		<b>Staff:</b> Miranda Peers Nat Cato Dawn Hobson
<b>Apologies:</b> Mo Dedat		
<b>Item:</b>	<b>Discussion:</b>	<b>Action:</b>
1.	<b>Welcome and Declarations of Interest</b> 1.1. The Chair, Lorraine Silver welcomed members and introduced the board.	
2.	<b>Apologies</b> 2.1. Apologies were received from HWR Director Mo Dedat who had planned to vote by proxy for the meeting.	
3.	<b>Chairs opening remarks</b> 3.1 The Chair, Lorraine Silver spoke about the on-going challenges providing the same quality Healthwatch service with less funding. She also spoke about the difficulties of working through the pandemic and that most of our work remained online and not face-to-face.  3.2 During the year, some directors had made the decision to step down. The Chair thanked them all for their dedication as all had been a part of HWR since 2014.  3.3 She also thanked the previous Chair, Vanda Thomas, for her support and commitment to Healthwatch.  3.4 She highlighted and thanked all staff and committed volunteers, who stepped up and adapted their roles to ensure the work of Healthwatch continued. She said that without this commitment, Healthwatch would not function as successfully as it has done.	

4.	<p><b>Highlighting Heroes Awards</b></p> <p>4.1. CEO, Cathy Turland presented the Highlighting Heroes Awards and identified many volunteers and staff members from many health, social care and the voluntary sector.</p> <p>4.2. The awards provided an opportunity to identify people who had gone above and beyond during the pandemic in order to support many organisations dealing with unprecedented circumstances.</p> <p>4.3. With the initial success of the awards, HWR has agreed to continue to identify volunteers and staff from all sectors; and to celebrate their achievements throughout the year.</p>	
5.	<p><b>Minute of the previous AGM - 8<sup>th</sup> December 2020</b></p> <p>4.1. The minutes of the last meeting were agreed and signed as a correct record of proceedings.</p> <p><i>Approval of the minutes was carried unanimously</i></p>	
5.	<p><b>Matters arising:</b></p> <p>4.1. There were no matters arising from the minutes.</p>	
6.	<p><b>CEO's Report</b></p> <p>6.1. The Chief Executive Officer highlighted a number of key outcomes from the Annual Report. Most notably:</p> <ul style="list-style-type: none"> <li>• <b>25</b> regular volunteers completed <b>743</b> hours. Volunteers changed their roles to support the development of services which could continue to support people during the pandemic</li> <li>• <b>870</b> people responded to surveys and <b>82</b> attended online engagement events and focus groups</li> <li>• No Enter &amp; View visits were carried out due to the pandemic, however the opportunity to engage with health and social care organisations continued</li> <li>• <b>141</b> requests for information and signposting support were received and dealt with - an increase of over a third</li> <li>• <b>6</b> reports were published and were identified in the annual report</li> </ul>	

	<p><b>6.3. COVID Specific Projects:</b> a range of projects reflected the change in priorities as we became more reactive due to the COVID pandemic:</p> <ul style="list-style-type: none"> <li>• Health services changed dramatically over the year and was reflected heavily within our work including DNR concerns, phlebotomy services, accessing GP appointments and vaccine hesitancy, among others.</li> <li>• Care Homes particularly suffered during the pandemic, and HWR kept in close contact with care home managers to ensure their concerns were relayed to commissioners.</li> <li>• HWR worked closely with colleagues from other Healthwatch to ensure concerns were raised and addressed for many groups who were particularly affected by the pandemic.</li> </ul>	
<p><b>5.</b></p>	<p><b>Presentation of the Annual Accounts and Financial Report</b></p> <p>5.1. The CEO presented the financial statements audited as required under the Charities Statement of Recommended Practice (SORP) 2005. She highlighted the following:</p> <ul style="list-style-type: none"> <li>• During the year our income was greater than our expenditure by £1,616 - mainly due to HWR not having a full complement of staff and due to the impact of Covid</li> <li>• The balance sheet showed total funds to date of £42,157</li> <li>• There were no particular items of an exceptional or unusual nature to bring to members' attention</li> <li>• In line with our policy, HWR has between 3 and 6 months' of expenses in reserves</li> <li>• The need to manage Healthwatch Redbridge's finances continues and they are actively seeking other revenue generating activities</li> </ul>	
<p><b>5.</b></p>	<p><b>Resolution 1: Approval of Annual Accounts</b></p> <p>5.1. The Chair asked voting members to adopt the audited Annual Accounts for the year ended 31 March 2021.</p> <p><i>The resolution was carried unanimously.</i></p>	

6.	<p><b>Resolution 2: Re-Appointment of Auditors</b> 6.1. The Chair asked members to re-appoint Reddi, Siddiqui and Kabani, as Auditors for the coming year. <i>The resolution was carried unanimously.</i></p>	
7.	<p><b>Resolution 3: Auditors Remuneration</b> 7.1. Members agreed that the directors would approve the remuneration of the auditors <i>The resolution was carried unanimously.</i></p>	
8.	<p><b>Resolution 3: Appointment of Directors/Trustees</b> 8.1. The Chief Executive Officer informed members that director, Mo Dedat was due to retire from the board by rotation but had agreed and was eligible to stand for re-election. 8.2. Members were asked to re-elect Mo Dedat as a director. <i>The resolution was carried unanimously</i> 8.3. Voting members are asked to appoint as a director any member in respect of whom a valid nomination has been received 8.4. Emma Friddin - currently a co-opted member of the board and members are asked to approve her appointment. <i>The resolution was carried unanimously</i></p>	
9.	<p><b>Any Other Business</b> 9.1. The Chair reiterated the opportunity to become a HWR director. 9.2. <b>Question 1: Are you working on any mental health projects over the next year?</b> The CEO said HWR continues to ensure the needs of people using mental health services are supported. HWR has recently funded the CEO to complete the practitioner course to become a Mental Health First Aid trainer. HWR will be offering training to other organisations over the next year. HWR are working closely with NELFT to ensure people using MH services are supported appropriately and that they are given the opportunity to be involved in our work. 9.3. <b>Question 2: Do you provide sports activities?</b> The CEO said that, whilst HWR doesn't provided sporting activities themselves, they are always</p>	

	<p>interested in promoting local health and fitness opportunities and would actively promote activities if requested.</p> <p>9.4. <b>Question 3: Can you help with accessing GP appointments?</b> A member asked how they could help support some family members who were struggling to access GP appointments. The CEO advised they could contact HWR. She recognised that GP's were still not seeing patients in person and said they were interested in hearing of any issues people were facing locally. She also said the pandemic had had a major impact on health and social care services responding differently, but the issue of appropriate access still needed to be addressed.</p>	
<p>10.</p>	<p>10.1. <b>Closing Remarks:</b> The Chair thanked everyone for attending the AGM, and asked if the CEO had any closing remarks:</p> <p>10.1.1. <b>Award recognition:</b> The CEO was delighted to share the news that whilst the AGM was being conducted, she had heard that Healthwatch Redbridge had won a Healthwatch England Network Award for their work with other Healthwatch and the Integrated Care System.</p> <p>10.1.2. <b>Date of Next AGM:</b> The Board agreed to set a date at a future board meeting for the next AGM for later in the year.</p>	

Signed (Chair) .....

Date .....